

### AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application.

#### **Listing of Claims:**

Claim 1 (Currently Amended): A method ~~for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the method~~ comprising:

receiving collected data associated with a customer account and at least one of a device data type, a census data type and a business data type;

generating a data conclusion based on an analysis between the collected data and an advisory rule corresponding to the data type;

mapping the data conclusion to advisory information formatted in a plurality of languages;

storing the advisory information in a customer account record associated with the customer account, further including dividing the customer account record into a device data type record corresponding to the device data type, a census data type record corresponding to the census data type, and a business data type record corresponding to the business data type, and storing the advisory information in at least one of the device data type record, the census data type record or the business data type record corresponding to the data type associated with the collected data;

accessing the [[a]] customer account record based on a customer account identifier input by a [[the]] field service provider;

accessing the at least one [[a]] data-type record of the customer record corresponding to the data type associated with the collected data; ~~the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in a plurality of languages;~~

selecting from the data-type record customized advisory information formatted to a language associated with the field service provider, the language being selected from one of the plurality of languages; and

presenting the customized advisory information to the field service provider through a [[the]] network device.

Claim 2 (Previously Presented): A method as defined in claim 1, wherein the language associated with the field service provider is a natural language and the customized advisory information selected by the selecting act is formatted in the natural language.

Claim 3 (Original): A method as defined in claim 1, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

Claim 4 (Original): A method as defined in claim 1, wherein the customer account identifier is associated with a destination facility.

Claim 5 (Original): A method as defined in claim 4, wherein the presenting act comprises:  
transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

Claim 6 (Original): A method as defined in claim 4, wherein the customer account identifier is associated with a utility device at the destination facility.

Claim 7 (Original): A method as defined in claim 1 further comprising:  
formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

Claim 8 (Original): A method as defined in claim 7, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

Claim 9 (Previously Presented): A method as defined in claim 7, wherein the selecting act comprises:

determining the language in which the customized advisory information is formatted based on a provider identifier input by the field service provider.

Claims 10-14 (Cancelled).

Claim 15 (Currently Amended): A method as defined in claim 1 [[12]], wherein the receiving a customer account identifier act comprises:

receiving a customer account identifier identifying a destination facility at which the service is to be provided.

Claim 16 (Cancelled).

Claim 17 (Previously Presented): A method as defined in claim 15, wherein the destination facility is associated with a customer of a service providing company employing the field service provider to provide the service to the customer on behalf of the service providing company.

Claim 18 (Original): A method as defined in claim 15, wherein the destination facility is associated with a service providing company.

Claim 19 (Cancelled).

Claim 20 (Cancelled).

Claim 21 (Currently Amended): A network advisory system for providing customized advisory information to a field service provider accessing the network advisory system via a network device, the system comprising:

a data collector that receives ~~receiving~~ collected data related to a destination facility, the collected data being associated with at least one of a device data type, a census data type or a business data type;

an advisory module that receives ~~receiving~~ the collected data from the data collector and generates ~~generating~~ advisory information from the collected data based on an analysis between the collected data and an advisory rule corresponding to the data type;

a database that stores ~~storing~~ the generated advisory information in a plurality of language formats in a customer account record divided into a device data type record, a census data type record and a business data type record based on the data type associated with the data collected;

a registration/communication module that receives ~~receiving~~ a provider identifier associated with the field service provider; and

means for selecting advisory information from the database for presentation to the field service provider, wherein the selecting means selects the advisory information in one of the plurality of language formats based on the provider identifier, and wherein the registration/communication module presents the customized advisory information to the field service provider.

Claim 22 (Canceled).

Claim 23 (Previously Presented): A network advisory system as defined in claim 21, wherein the selected one of the plurality of language formats is a natural language.

Claim 24 (Previously Presented): A network advisory system as defined in claim 21, wherein the selected one of the plurality of language formats is a computer-based language.

Claim 25 (Currently Amended): A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the computer process comprising:

receiving collected data associated with a customer account and at least one of a device data type, a census data type and a business data type;

generating a data conclusion based on an analysis between the collected data and an advisory rule corresponding to the data type;

mapping the data conclusion to advisory information formatted in a plurality of languages;

storing the advisory information in a customer account record associated with the customer account, further including dividing the customer account record into a device data type record corresponding to the device data type, a census data type record corresponding to the census data type, and a business data type record corresponding to the business data type, and storing the advisory information in at least one of the device data type record, the census data type record or the business data type record corresponding to the data type associated with the collected data;

accessing the [[a]] customer account record based on a customer account identifier input by a [[the]] field service provider;

accessing the at least one [[a]] data-type record of the customer record corresponding to the data type associated with the collected data; ~~the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in a plurality of languages;~~

selecting from the data-type record customized advisory information formatted to a language associated with the field service provider, the language being selected from one of the plurality of languages; and

presenting the customized advisory information to the field service provider through a [[the]] network device.

Claim 26 (Previously Presented): The computer process in the computer program product of claim 25, wherein the language associated with the field service provider is a natural language and the customized advisory information is formatted in the natural language.

Claim 27 (Original): The computer process in the computer program product of claim 25, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

Claim 28 (Original): The computer process in the computer program product of claim 25, wherein the customer account identifier is associated with a destination facility.

Claim 29 (Original) The computer process in the computer program product of claim 28, wherein the presenting act comprises:

transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

Claim 30 (Original): The computer process in the computer program product of claim 28, wherein the customer account identifier is associated with a utility device at the destination facility.

Claim 31 (Original): The computer process in the computer program product of claim 25, the computer process further comprising;

formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

Claim 32 (Original): The computer process in the computer program product of claim 31, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

Claim 33 (Previously Presented): The computer process in the computer program product of claim 31, wherein the selecting act comprises:

determining the language in which the customized advisory information is formatted based on a provider identifier input by the field service provider.

Claim 34 (Cancelled).

Claim 35 (Cancelled).